Request a Copy

Introduction

The request a copy functionality was added to DSpace as a measure to facilitate access in those cases when uploaded content can not be openly shared with the entire world immediately after submission into DSpace. It gives users an efficient way to request access to the original submitter of the item, who can approve this access with the click of a button. This practice complies with most applicable policies as the submitter interacts directly with the requester on a case by case basis.

Requesting a copy using the XML User Interface

Users can request a copy by clicking the file thumbnail or the blue lock symbol displayed on files that are restricted to them.

The request form asks the user for his or her name, email address and message where the reason for requesting access can be entered.

After clicking request copy at the bottom of this form, the original submitter of the item will receive an email containing the details of the request. The email also contains a link with a token that brings the original submitter to a page where he or she can either grant or reject access. If the original submitter can not evaluate the request, he or she can forward this email to the right person, who can use the link containing the token without having to log into DSpace.

Document copy request

IF YOU ARE THE AUTHOR (OR AN AUTHOR) OF DOCUMENT "Test item with closed access document" use the buttons to answer the user's request.

This repository will propose an appropriate model reply, which you may edit.

`Send copy`

`Don't send copy`

Each of these buttons registers the choice of the submitter, displaying the following form in which an additional reason for granting or rejecting the access can be added.

Document copy request

This is the text to be sent to the applicant (together with the document).

Subject:

Request copy of document

Message:

Dear Jane Doe,
In response to your request I have the pleasure to send you in attachment a copy of the file(s) concerning the document: "Test item with closed access document" (http://hdl.handle.net/123456789/10726), of which I am author (or co-author).

Best regards,
John Doe

`Back`

`Send`

After hitting send, the contents of this form will be sent together with the associated files to the email address of the requester. In case the access is rejected, only the reason will be sent to the requester.

After responding positively to a request for copy, the person who approved is presented with an optional form to ask the repository administrator to alter the access rights of the item, allowing unrestricted open access to everyone.

Change permissions request

You may use this occasion to reconsider the access restrictions on the document (to avoid having to respond to these requests), if there is no reason to keep it restricted. To do so, after inserting your name and e-mail (for authentication), click the button "Change to Open Access".

Name:

E-mail:

`Change to open access`

Requesting a copy using the JSP User Interface

Users can request a copy by clicking the green "Request a Copy" button for files that are restricted to them.

The request form asks the user for his or her name, email address and message where the reason for requesting access can be entered.

After clicking request copy at the bottom of this form, the original submitter of the item will receive an email containing the details of the request. The email also contains a link with a token that brings the original submitter to a page where he or she can either grant or reject access. If the original submitter can not evaluate the request, he or she can forward this email to the right person, who can use the link containing the token without having to log into DSpace.

After approving or rejecting the request for a copy, the contents of the form will be sent together with the associated files to the email address of the requester. In case the access is rejected, only the reason will be sent to the requester.

Email templates

Most of the email templates used by Request a Copy are treated just like other email templates in DSpace. The templates can be found in the /config /emails directory and can be altered just by changing the contents and restarting tomcat.

request_item. admin	template for the message that will be sent to the administrator of the repository, after the original submitter requests to have the permissions changed for this item.
request_item. author	template for the message that will be sent to the original submitter of an item with the request for copy.

The templates for emails that the requester receives, that could have been customized by the approver in the aforementioned dialog are not managed as separate email template files. These defaults are stored in the Messages.properties file under the keys

itemRequest.response.body.approve	Default message for informing the requester of the approval
itemRequest.response.body.reject	Default message for informing the requester of the rejection

Configuration parameters

Request a copy is enabled in DSpace 4 by default. Only two configuration parameters in dspace.cfg relate to Request a Copy:

Pro pert y:	`request.item.type`

Example Value	`request.item.type = all`
Informational Note	This parameter manages who can file a request for an item. The parameter is optional. When it is empty or commented out, request a copy is disabled across the entire repository. When set to **all**, any user can file a request for a copy. When set to **logged**, only registered users can file a request for copy.
Property:	`mail.helpdesk`
Example Value	`mail.helpdesk = foo@bar.com`
Informational Note	In JSPUI, the email address assigned to this parameter will receive the emails both for granting or rejecting request a copy requests, as well as requests to change item policies. In XMLUI, the parameter will also receive these requests to change item policies. However, the actual requests for copy in XMLUI will initially be directed at the email address of the original submitter. When this email address can not be retrieved, the address in mail.helpdesk will be used as a fallback. This parameter is optional. If it is empty or commented out, it will default to mail.admin.